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November 20, 2008

Kathryn M. Bailey, PE
Telecommunications Division Director
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, New Hampshire 03301



Dear Kate:

In accordance with the Commission's Electronic Report Filing (ERF) program, FairPoint Communications - NNE has electronically filed the Quality of Service report for October, 2008 and is also filing the attached paper copy.

There were (20) exchanges that **met/exceeded** a 2.5 customer troubles report rate for three **consecutive** months ending with the October, 2008 report. Attached is a breakdown of the remediation that FairPoint Communications is undertaking in order to address the 20 effected exchanges.

Please call if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kevin M. Shea".

Kevin M. Shea
Attachments

cc: Meredith Hatfield
Karen Mead
Jeff Allen
Erin Austin

QUALITY OF SERVICE REPORT - NEW HAMPSHIRE

FairPoint NNE Monthly Service Quality Report																
		Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum.	
Installation of Service																
1	Percent Installation orders appointed w/in 3 days	2007													93.60	
		2008	90%			91.56	89.12	92.33	96.16	96.01	95.52	92.38			93.30	
2	Percent Meet Installation Appointments Company Reasons	2007													97.40	
		2008	90%			98.71	99.12	98.51	97.9	96.92	98.25	98.6			98.2	
3	Total Held Orders on Hand - Month end	2007													27	
		2008	track			14	11	14	14	13	25	11			15	
4	Held Orders over 30 days	2007	6/mo.												2	
		2008	*30/25/20			1	2	0	2	2	3	2			2	
4a	Average Delay Days	2007													12.13	
		2008				6.54	11.78	10.38	6.28	10.84	14.73	15.92			10.92	
5	Number of Installation orders	2007													16,432	
		2008				12,868	16,676	13,722	11,628	10,561	12,549	16,137			13,449	
5a	Access Line Inward Movement per ALIS - located	2007													64,785	
		2008				3,967	3,882	4,370	4,287	4,344	4,691	4,426			29,967	
Company Accessibility																
6	% Toll & Assist answer time within 10 seconds	2007													3.0	
	average speed of answer (seconds)	2007													94.8	
	% Toll & Assist answer time within 10 seconds	2008				1.2	1.4	1.5	5.4	1.5	1.2	1.2			1.9	
	average speed of answer (seconds)	2008				98	97.5	97.2	95.7	97.3	97.7	98.5			97.4	
	% Toll & Assist answer time within 10 seconds															
7	% Directory Assistance answer within 10 sec.	2007													3.7	
	average speed of answer (seconds)	2007													92.6	
	% Directory Assistance answer within 10 sec.	2008				2.7	2.1	2.1	2.2	1.2	1.1	1.2			1.8	
	average speed of answer (seconds)	2008				95.6	97.7	97.9	96.5	99.7	99.7	99.8			96.1	
	% Directory Assistance answer within 10 sec.															
8	% Repair Service answer within 20 sec.	2007													5.0	
	average speed of answer	2007													86.9	
	% Repair Service answer within 20 sec.	2008				7.0	5	6.2	7.1	6.4	5.8	4.4			6.0	
	average speed of answer	2008				93.00	92.3	85	80.3	84.5	93.8	92.4			88.8	
	% Repair Service answer within 20 sec.															
8a	% of calls to a repair number that are abandoned	2007													1.4%	
		2008				1.4%	1.3%	1.6%	1.4%	1.5%	1.6%	1.1%			1.4%	
Network Call Completion																
11	Peak Period Central Office Performance	see separate report														
		Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum.	
Customer Trouble Reports																
12	Total Repeat Rate including subsequents	2007													1.8%	

[illegible]

[illegible]

Central Offices with Customer Trouble Reports > 2.5										Attachment 1 Item 12a	
Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008
			Hampstead	Pelham	Deerfield	Deerfield	Deerfield	Deerfield	Deerfield		
			Pelham	Rye Beach	New Boston	Bedford	Candia	New Boston	Epsom		
			Sunapee	Glendale	Milford	Candia	New Boston	Hampstead	Errol		
			Belmont	Errol	Barrington	New Boston	Goffstown	Pelham	Goffstown		
			Rumney	Franconia	Milton Mills	Goffstown	Raymond	Epping	Hampstead		
					New Market	Raymond	Atkinson	Kingston	Hampton		
					Rye Beach	Atkinson	Hampstead	Westmoreland	Marlow		
					Seabrook	Hampstead	Pelham	Harrisville	Pelham		
					Westmoreland	Pelham	Milford	Pittsfield	Pittsburg		
					Cannan	Salem	Barrington	Suncook	Plymouth		
					Enfield	Milford	Kingston	Epsom	Raymond		
					Hanover	Barrington	Milton	Franklin	Suncook		
					Sunapee	Epping	Milton Mills	Center Harbor			
					Lyme	Kingston	Newmarket	Rumney			
					Greenville	Milton	Sanbornville	Tamworth			
					Suncook	Milton Mills	Seabrook	Colebrook			
					Danbury	Newmarket	Durham	Errol			
					Ashland	Rye Beach	Portsmouth	Pittsburg	Watch List-Aug.		
					Belmont	Seabrook	Wolfeboro		Canaan		
					Center Harbor	Durham	Marlow		Center Sandwich		
					Center Ossipee	Portsmouth	Canaan		Danbury		
					Center Sandwich	Wolfeboro	Enfield		Franconia		
					Merideth	Westmoreland	Hanover		Lisbon		
					Rumney	Marlow	Walpole		Lyme		
					Tamworth	Lebanon	Sunapee		Milton Mills		
					Warren	Cannan	Lyme		Seabrook		
					Bethlehem	Fitzwilliam	Alstead				
					Colebrook	Hanover	Newport				
					Errol	Walpole	Pittsfield				
					Franconia	Sunapee	Epsom				
					Jefferson	Lyme	Bristol				
					Lancaster	Charlestown	Penacook				
					Lisbon	Harrisville	Danbury				
					Milan	Alstead	Canterbury				
					N. Stratford	Sullivan	Franklin				
					Pike	Newport	Northwood				

				Pittsburg	Greenville	Ashland				
				Whitefield	Rindge	Belmont				
				Littleton	Tilton	Center Harbor				
				Plymouth	Pittsfield	Center Ossipee				
				Groveton	Bristol	Center Sandwich				
					Penacook	Glendale				
					Danbury	Meredith				
					Canterbury	Rumney				
					Franklin	Tamworth				
					Northwood	Weirs Beach				
					Ashland	Bethlehem				
					Belmont	Colebrook				
					Center Harbor	Errol				
					Center Ossipee	Franconia				
					Glendale	Jefferson				
					Meredith	Lisbon				
					Rumney	Milan				
					Tamworth	Pike				
					Weirs Beach	Pittsburgh				
					Colebrook	Twin Mountain				
					Errol	W. Stewartstown				
					Franconia	Whitefield				
					Lisbon	Laconia				
					Milan	Groveton				
					Pittsburg					
					Whitefield					
					Woodsville					

FairPoint Communications Network Improvement Plan- 11/20/08

DEERFIELD

Work is complete for troubles related to the tornado that went through this area. The customers affected have been reconnected to new terminals and will hopefully clear many troubles in this area.

Trouble analysis and field review has identified service improvement work to be started by the **Proact** and **I/M** field forces along Candia Road, Mt. Delight Road and South Road. Aerial closures will be replaced and splices rebuilt at numerous locations. This work will start in November 2008.

EPSOM

One section of wet cable was replaced along New Orchard Road that addressed many troubles in the area.

Several ready-access terminals were replaced along State Highway 4 to correct trouble spots.

A job was identified by the **Proact** group and sent to Engineering Dept. for a work order to replace approximately 3500' of defective buried cable along **Suncook** Valley Highway. Engineering anticipates that the job will be designed and sent to Construction Dept. by 12/15/08.

ERROL

There were three (3) cable jobs completed along Hampshire Woods Road, Akers Pond Road and State Highway 26 to clear various troubles.

There are currently two (2) additional jobs that have been identified and sent along to the Engineering Dept. for review. The job along Colebrook Road calls to replace approximately 5500' of deteriorated cable and the job along State Highway Rte. 16 calls for the replacement of two (2) cables approximately 15,000' each. Engineering Dept is in the process of designing these large jobs and anticipates work to be sent to **Const.** Dept. before the end of this year.

GOFFSTOWN

A wet section of cable along Wallace Road has been replaced which will clear troubles in that area.

The **Proact** Group is in the process of analyzing additional areas and anticipates having more requests in the system by the end of November for Engineering Dept. to review.

HAMPSTEAD

A job along Main St. replaced approximately 400' of a **900x** deteriorated is complete and subsequently corrected many troubles in this area.

An additional request has been submitted by the **Proact** Group to replace approximately 2500' of a wet cable along Wash Pond Road. The Engineering Dept. is now in the process of reviewing this work.

HAMPTON

A job to replace a wet section of cable along Hemlock Haven has been replaced.

The **Proact** Group is in the process of analyzing several other areas to address other known trouble spots. Analysis will be completed in the next few weeks.

MARLOW

There has been work completed along Bain Road that replaced a wet section of cable.

A job also replaced a deteriorated section of cable along Long Pond Road.

Additional analysis is continuing with the **Proact** Group to address trouble areas.

PELHAM

Five (5) jobs are now completed along Jeremy Hill rd., Heritage Road, Sherbourne Road, and Marsh Road that addressed some of the trouble spots.

A job along Brookview Street will replace three (3) deteriorated cables which consist of approximately **1500'** each. This job will be sent to **Const.** Dept. by the end of November.

A job along Nancy Street, Thomas Street and Gladys Street will replace approximately 1800' of three (3) cables. The job will be sent to **Const.** Dept. by the end of November also.

A job along Lane Road has been designed and sent to the **Const.** Dept. They anticipate work to be completed by April 2009 as there are 2 poles involved in this work.

Two (2) other jobs along Mammoth Road and also on Rita Avenue will require analysis by the Engineer as these jobs have just been identified by the **Proact** Group.

PITTSBURG

One section of wet cable has been replaced along Tabor Road that resulted in cleared troubles in the area.

A job along State Highway 3 that will replace approximately 400' of cable has been sent to the Construction Dept. and they anticipate that the work will be completed by Jan. 2009.

PLYMOUTH

A job along Beech Hill Road to replace one wet section of cable will be completed by the Construction Dept. by January 2009.

Approximately 1000' of cable will be replaced along Smith Road to correct the troubles in the area. The job has been sent to the Construction Dept. for review.

A wet cable needs to be replaced along Fairgrounds Road. The job is under review in the Engineering Dept. to be addressed by the end of December 2008.

A job that will address approximately 10,000' of cable along Loon Lake Road is now in the Engineering Dept. for evaluation. The job is expected to go to the **Const.** Dept. by the end of December 2008.

RAYMOND

There is currently a job to address the electronic issues in a **SLC** system on Beede Hill Road. The job is in the Construction Dept. and is anticipated for a completion by February 2009.

Cable issues along Quail Road will result in an Engineering job to place cable in that area.

A deteriorated cable has been identified in Bill & Ruth's Trailer Park. An Engineering job will be issued to replace approximately 850' of cable in that area to correct the troubles.

SUNCOOK

There is analysis by the **Proact** Group in currently underway in this area to address the trouble spots.

WATCH LIST EXCHANGES

CANAAN

A cable along Dorchester Road is in the process of being replaced to correct some trouble areas.

Approximately six (6) sections of cable are being replaced due to high troubles along Orange Pond Road.

There is additional analysis in currently underway in this area to address the trouble spots by the **Proact** Group.

CENTER SANDWICH

The **Proact** Group has repaired two (2) **SLC** systems that were experiencing high troubles. The electronic cards were replaced in one system and the repeater was fixed for the other system.

A **SLC** system on Rte. 113 had some powering issues that are in the process of being fixed.

DANBURY

A section of bad cable was replaced along Waukeena Lake Road to correct troubles in the area.

FRANCONIA

A section of cable along State Highway 18 was replaced to correct troubles there.

A section of wet cable along Interstate Highway 93 was replaced also.

LISBON

A job has been completed along State Highway Rte. 117 to replace wet cable in the area.

Another job in the area replaced a bad section of cable between pedestals.

LYME

A cable was replaced along State Highway 113 to the Thetford Elementary School to correct troubles.

A job along River Road will replace five (5) sections of deteriorated cable.

Work is in progress to replace five (5) sections of direct buried cable along Hard Scrabble Road.

The **Proact** group have replaced and repaired splice closures along State Highway Rte 10, Lyme Center Road, and Dorchester Road for a total of nine (9) locations.

The **Proact** Group has also repaired or replaced pedestals along State Highway Rte 10, East Thetford road, and at Vermont Route **113A**.

MILTON MILLS

A job has been engineered to replace approximately 660' of wet cable along **Willey** Road.

A job has been engineered to replace about 4,000' of wet cable along **Lovell** Lake Road.

A job to replace about **300'** of wet cable along State Highway 16 has been sent to the Construction Dept. for a completion date of **02/10/09**.

A job has been requested along Berry Hill Road to replace about 900' of wet cable. The job will be engineered by 12/15/08 and then sent on to the **Const.** Dept.

SEABROOK

The **Proact** Group has placed a new rectifier and upgraded the software in a Litespan system to correct troubles.

A job to replace approximately **200'** of cable along Atlantic Avenue is currently underway.

A job is also in progress to replace 350' of cable along Lafayette Avenue to correct troubles in the area.

EXCHANGES FROM SEPT. 2008 LIST

Center Harbor

Work has been completed to repair conductors and a pedestal enclosure in the Linderhof Development and on Bean Road.

A job is requested by the **Proact** Group and sent along to the Engineering Dept. to replace approximately 1,800' of cable along **Kilnwood** Landing.

Epping

A job is in progress to replace nine (9) sections of bad cable along Nottingham Road along with repairing of 3 splice enclosures.

Work is in progress to repair a defective splice on Mast Road.

Work is in progress to repair two (2) terminals and splice enclosures on Exeter Road.

A job is in progress to repair approximately ten (10) sections of cable in a shunt area along Red Oak Hill Road.

Milan

Two (2) **SLC** systems have been repaired in this area.

A job along Cedar Pond Road will need the replacement of ten (10) poles and nine (9) sections of cable. This job to be completed by March 2009.

State **Hwy.** 16 has several sections of cable that are currently being analyzed for a future job.

Northwood

Two (2) **SLC** systems are currently being analyzed due to the new troubles in this area.

A job along State Highway 4 requires the placement of approximately 500' of cable to replace some deteriorated cable. The job is in the Engineering Dept. and should be released by 12/15/08.

Sullivan

The **Proact** Group fixed a splice enclosure on Lead Mine Road to reduce troubles in the area.

A job request to replace about 1,000' of bad cable along Log Cabin Road has been sent to the Engineering Dept. for review.

Westmoreland

The **Proact** Group has rebuilt the cable along South Village Road and Nims Road to correct many trouble spots. The employees worked at approximately 26 pole locations along this route.

Additional analysis is currently being conducted in the Spofford Road and also along Hatt Road for troubles.